



California Rural Indian Health Board, Inc.
4400 Auburn Blvd., 2nd Floor * Sacramento, California 95841
Telephone 916.929.9761
Fax 916.929.2358

Job Vacancy **EHR Support Specialist**

Reports to: Information Systems Officer
Supervises: None
Salary Grade: CCS 11
FLSA Classification: Non-Exempt

Position Summary:

Facilitates installation of Electronic Practice Management (EPM) and Electronic Health Record (EHR) systems at CRIHB member health programs. Coordinates EPM and EHR software upgrades and related activities with CRIHB Health Systems Development (HSD) team members, and Information Technology staff at Indian health program clinics. Selects, installs and tests hardware and electronic connectivity for new installations and interfaces, and troubleshoots problems. Schedules, monitors, and coordinates EPM and EHR installation and implementation activities collaborating with EHR Project Manager. Assists in development of reports to funding agencies within required guidelines.

Essential Functions:

1. Coordinates the scheduling, delivery, testing and implementation steps of EPM and EHR hardware and software installation.
2. Functions as Next Gen systems administrator and database manager coordinating with three clinic programs.
3. Identifies user requirements, assumptions, time restraints, systems performance issues, and criteria for project success.
4. Coordinates activities with CRIHB (HSD) team, other CRIHB staff, and health program sites.
5. Assists clinic site staff with EPM and EHR software applications and consultation within assigned area of expertise.
6. Documents progress and resolution of clinic site implementation issues.
7. Monitors implementation timeline and reports issues having a major impact.
8. Assist management in the day-to-day problem solving and oversight of assigned tasks, ensuring project schedules are being followed.
9. Assist in the evaluation of project plans for hardware to ensure that all tasks are identified, manageable, properly resourced with appropriate skilled resources, and given the appropriate amount of time to be completed as planned.
10. Prepares and delivers project presentations and training.
11. Works independently under general direction of supervisor.
12. Observes HIPAA and system security requirements and regulations
13. Works with vendors to affect successful interfaces.
14. Assists clinics with disaster recovery policies and testing.
15. Evaluates the utility of hosting NextGen products for small sites.
16. Regular and predictable attendance.
17. Other duties as assigned.

Additional Responsibilities:

1. Maintain a valid, unrestricted California Driver's license and ability to be insurable under CRIHB's automobile insurance. If employee has a valid license from another state, he/she must obtain a CA license within 2 months of hiring date.
2. Position requires occasional over night travel within CRIHB's service area.
3. Requires ability to drive up to 7 hours a day.

Qualifications:

1. Bachelor's degree (preferably in Business Administration, Healthcare Administration or Computer Science) or equivalent experience.
2. Minimum of three (3) years' work experience in a healthcare setting that resulted in an understanding of systems integration and a working knowledge of Health Level 7.
3. Two (2) to three (3) years of database experience, preferably Standard Query Language (SQL) and Crystal Reports.
4. Ability to communicate well orally and in writing. Strong interpersonal, organizational, and troubleshooting skills.
5. Experience in project planning and technical coordination as a leader of a subtask or of a major team project.
6. Knowledge of healthcare IT application area(s) is desirable, Microsoft Certified Systems Engineer (MCSE) Certification preferred.
7. Experience working independently, customer focused, detail oriented with mission critical responsibility.

This position requires an awareness and keen appreciation of American Indian traditions, customs and socioeconomic needs and the ability at all times to meet and deal effectively in contacts with Indian organizations which requires tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, Sections 472 and 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

Salary Information: \$33.18 hourly (35 hours a week)

Benefits: Health insurance, dental, vision, life insurance, pension plan, 401k, vacation/sick/holiday pay

Application Deadline: Open until Filled

To apply online visit: <https://secure.entertimeonline.com/ta/6097022.jobs?ApplyToJob=33622466>